

Prego Reservation Policy

When making a reservation we take a deposit via credit or debit card to enable that table or tables to be kept aside and unavailable for anyone except yourself within the time period you have booked. We also take contact details like phone number and email address to provide full communication regarding the booking.

We ask that sufficient prior notice (set out below) is given should you wish to cancel or change your reservation. Where you fail to provide such notice, we reserve the discretion to charge you a **cancellation fee equivalent to the deposit taken for the booking**. We ask that you give **at least 72 hours notice** in the event that you wish to cancel your reservation.

If your reservation is made within the 72 hour cancellation period you will need to cancel within 12 hours of securing a booking with us.

If you are running late for your reservation, please telephone the restaurant directly. If we do not hear from you, we will hold your table for a maximum of 15 minutes after the reservation time. After this time if we have not heard anything from you the booking will be treated as a no show and the deposit forfeited.

We reserve the right to vary this Cancellation Policy. The Cancellation Policy in place when you made your reservation shall apply. If you do not accept the terms within this Cancellation Policy, you must cancel in advance of the timescales set out in the table above; failure to do so will result in the cancellation fee being charged to you.

Please note that further booking terms and conditions may apply to reservations made during selected seasonal periods, including but not limited to: Valentine's Day, Mother's Day, Father's Day, Sports and Rugby Internationals and the festive seasons during November and December. Any extra terms and conditions will be stated at the point of booking.